Extended Systems Outage Scheduled from June 24-26, 2016

Extended System Outage Scheduled for 7:00 p.m. Friday, June 24, 2016, Through 11:59 p.m., Sunday, June 26, 2016

TMHP electronic data interchange (EDI) systems will be down beginning 7:00 p.m. on Friday, June 24, 2016, and lasting through 11:59 p.m. on Sunday June 26, 2016. During this time, providers will not be able to submit electronic claims, prior authorization requests, or other electronic transactions.

The following systems will not be available during the outage window:
- TexMedConnect

- Long Term Care (LTC) Online Portal

- Online Provider Look-up (OPL)

- Prior Authorization (PA) on the Portal

- Provider Enrollment on the Portal (PEP)

- TMHP secure portal

- Automated Inquiry System (AIS)

- Right Fax

All systems will be back up after 12:00 a.m. on Monday June 27, 2016. Transaction processing will resume at that time.

For more information, contact the LTC Help Desk at 1-800-626-4117, Option 1.